

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Directory Assistance Service

[Directory Assistance Service rates, terms and conditions herein are modified and remain in place only to apply to end users located in Independent Company exchanges as identified in A.3.6. Directory Assistance Service rates, terms and conditions for customers within the Company service area are found at www.bellsouth.com/agreement.]

A3.13.1 General

- A. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
- B. The charging application and rates set forth in A3.13.2 and 3 apply to customer requests for Directory Assistance.
- C. Directory Assistance service allows a subscriber to get telephone number, ZIP Code and/or directory address.
- D. Directory Assistance Service does not provide the telephone number, name, address or ZIP Code on a private (non-published) listing but does furnish these items from informational records on a semiprivate listing.

A3.13.2 Application Of Charges And Allowance

- A. There will be a charge for all customer calls to Directory Assistance except as noted in B.
- B. Charges are not applicable to the following customers that request listing information within their local calling area:
 - 1. Customers who have been certified by a physician or appropriate agency as unable to use a telephone directory because of a visual or physical handicap (this provision is not intended to allow the exemption for large business subscribers who employ only a few handicapped employees), and
 - 2. Customers who make a call for a telephone number that was incorrectly published in or omitted from the alphabetical section of the directory due to Company error.
- C. A Directory Assistance Service surcharge, as specified in A3.13.3 will be applicable to all calls to the Company's Directory Assistance service handled by the operator or operator system or dialed 0+ by the caller and then alternately billed, provided the "0" operator is not the only means of reaching directory assistance service.

A3.13.3 Rates And Charges

- A. Directory Assistance service - request of a listing (maximum of three requests per call)

| | Rate | USOC | |
|---|--------|------|-----|
| 1. Within the Company's local calling or LATA/NPA serving area for the originating line | | | |
| (a) Per call | \$2.29 | NA | (I) |
| (b) Directory Assistance service surcharge | 1.25 | NA | |
| 2. Outside the Company's local calling and LATA/NPA serving areas for the originating line ¹ | | | |
| (a) Per call | 2.29 | NA | (I) |
| (b) Directory Assistance service surcharge | 1.25 | NA | |

- B. Directory Assistance service to Payphone Service Providers

- 1. All calls to Directory Assistance
 - (a) Per Call .35 NA
- Note 1:** No exemptions or exceptions apply. This service is available where technically feasible.

